

## **Dispatcher / Jailer**

### **Nature of Work**

This is responsible communications and correctional work involving the dispatch of law enforcement and emergency personnel and insuring the safety and security of individuals incarcerated in the Gatlinburg city jail. Activities associated with the job include receiving service requests and complaints by telephone, screening and classifying calls, dispatching radio messages and dispatching units as required. Additional activities include booking prisoners, monitoring security and surveillance camera systems, preparing inmates records and performing general clerical duties associated with jail operations. Job responsibilities require knowledge of the safety and security procedures associated with correctional facility operations, good organizational, interpersonal and decision making skills, certifications for Intoximeter, NCIC, TCIC and jailer for the state of Tennessee and sufficient strength and agility to perform the physically demanding aspects of the job. Job performance is evaluated by the Chief Dispatcher / Jailer and/or Police Chief through review of knowledge and expertise in correctional facility operations and dispatching activities, ability to interact in an effective manner with co-workers, inmates and other law enforcement personnel, compliance with operational policies and procedures and decision making skills.

### **Illustrative Examples of Work**

- Receives service requests and complaints by telephone, screens and classifies calls and dispatches emergency and/or law enforcement personnel as appropriate.
- Performs intake and booking activities for individuals arrested for criminal activities.
- Logs calls into a computer aided dispatching system.
- Monitors patrol units and maintains contact with units responding to complaints, criminal offences and/or traffic violations.
- Operates computers terminals, searches files, updates records, sends messages and obtains information requested by patrol and/or investigative units.
- Monitors alarms and security and surveillance camera systems located throughout the jail.
- Observes individuals incarcerated in the jail to ensure the safety and security of all inmates.
- Escorts inmates into and out of the jail and monitors their physical condition.
- Assists with the booking and release of inmates, visitations and searches.
- Ensures the cleanliness of jail cells and holding areas and changes linens as required.
- Prepares routine records on inmates and assists with general clerical duties associated with correctional facility operations.
- Maintains records of visitations, inspects items brought into the jail and checks incoming and outgoing mail.
- Performs related duties as required.

## **Necessary Requirements of Work**

Graduation from an accredited high school supplemented with additional course work in crime prevention, criminal law and/or law enforcement; experience working in a juvenile and/or adult correctional facility; knowledge of public safety dispatching procedures and protocols; ability to interact effectively with co-workers, inmates, family members and the public; sufficient physical strength to perform work related activities and react to emergency situations; strong decision making skills or any equivalent combination of education and experience to provide the following knowledge, abilities, and skills:

- Considerable knowledge of electronic fingerprinting and imaging equipment operation and standards (Automated Fingerprint Identification System).
- Considerable knowledge of public safety and law enforcement dispatching procedures and protocols.
  - Knowledge of Tennessee Code Annotated Sections 39 and 55 pertaining to civil and criminal law, statutes, ordinances and regulations.
  - Knowledge of Federal, State and Gatlinburg laws and ordinances and correctional facility policies and procedures or the ability to acquire this information within 60 -90 days.
  - Knowledge of common first aide practices, CPR and exposure to dangerous pathogens (universal precautions).
  - Some knowledge of dietary requirements for various health conditions and the effect of common psychotropic drugs.
  - Ability to react quickly and appropriately to potentially dangerous or volatile situations to insure the safety of others.
  - Ability to perform the physically demanding requirements of the job.
  - Ability to establish and maintain effective working relationships with co-workers, emergency management and law enforcement personnel and detainees.
  - Ability to make appropriate and timely decisions based upon the information and resources available.
  - Ability to detect potential behavior problems of inmates and early symptoms of common health problems.
  - Ability to perform public safety and law enforcement activities in a consistent and appropriate manner.
  - Ability to acquire and utilize new job related information as required.
  - Ability to document and maintain accurate logs of information and job related activities.
- Skill in the operation and use of modern law enforcement protective devices, handguns, chemical sprays, intake and restraint equipment, etc.
- Skill in the operation of law enforcement motor vehicles.

## **Physical Requirements**

This is heavy work requiring the exertion of 100 pounds of force occasionally, up to 50 pounds of force frequently, and up to 20 pounds of force constantly to move objects; work requires stooping, kneeling, reaching, standing, walking, pulling, fingering and

grasping. Vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly or quickly. Hearing is required to perceive information at normal spoken word levels, to receive detailed information through oral communications and/or make fine distinctions in sound; visual acuity is required for depth perceptions, color perception, peripheral vision, preparing and analyzing written or computer data, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities. The worker is subject to inside environmental conditions and noise, may be exposed blood borne pathogens and may be required to wear specialized personal protective equipment.

### **Necessary Special Requirements**

- All Police Department personnel are required to maintain the highest standards of integrity, honesty and ethical behavior and conduct themselves in a professional and courteous manner at all times whether or not they are performing job related duties.
- Tennessee Correctional Institute certification required for basic jail operations, 40 hours in-service training annually, and fingerprinting (8 hrs.).
- CPR Certification annually.
- Pepper Spray Certification.
- Tazor Certification.
- ASP Certification.
- NCIC/TCIC Certification.
- Baton Certification.
- Possession of a valid Tennessee Drivers License and the ability to be insured at standard vehicle liability rates.